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APR 10 2006
PATENT & TRADEMARK OFFICE

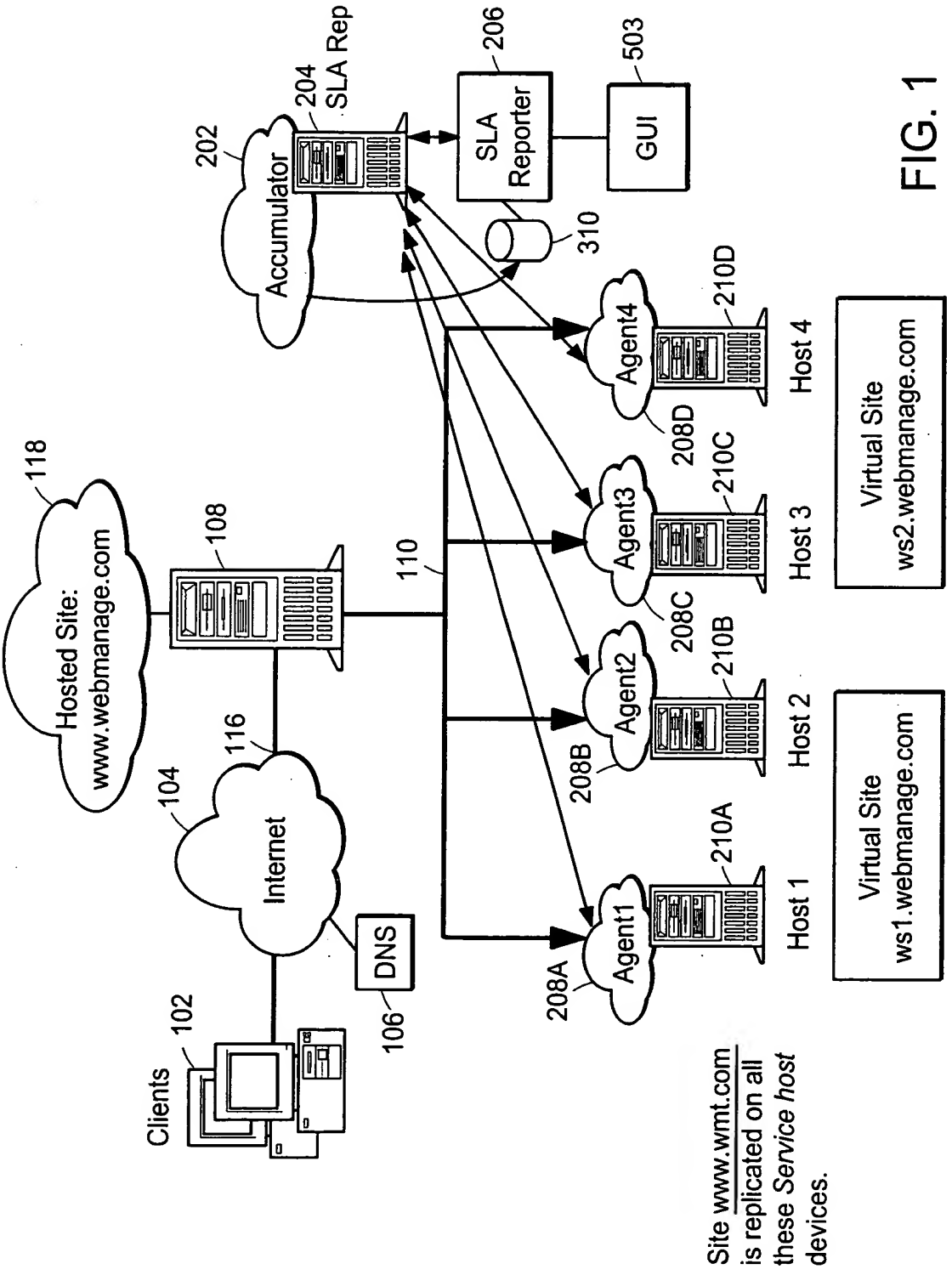

FIG. 1

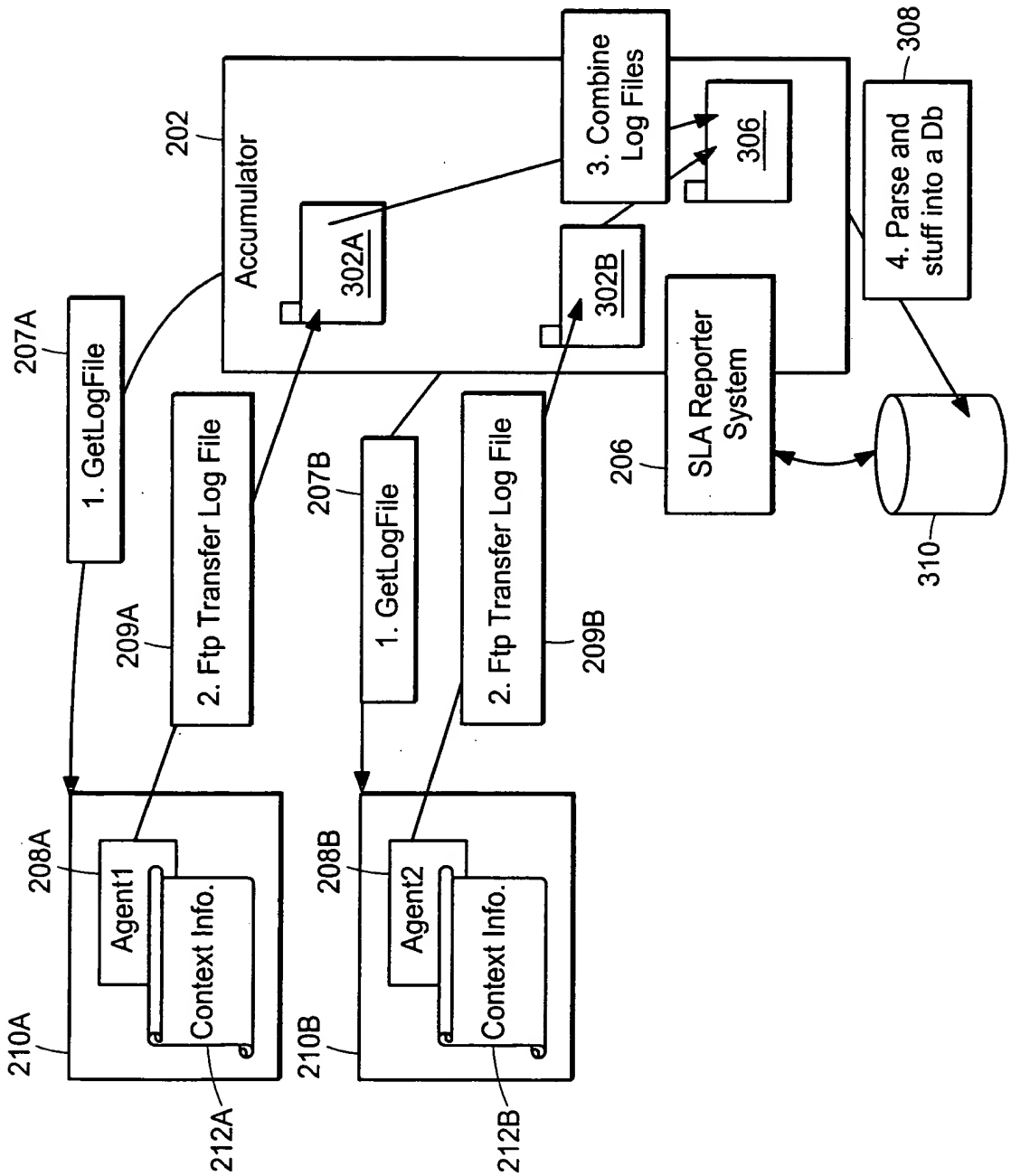
202
Accumulator
302A
302B
3. Combine Log Files
306
4. Parse and stuff into a Db
308
207A
1. GetLogFile
2. Ftp Transfer Log File
209A
207B
1. GetLogFile
2. Ftp Transfer Log File
209B
206
SLA Reporter System
310
208A
Agent1
Context Info.
210A
212A
208B
Agent2
Context Info.
210B
212B

FIG. 2

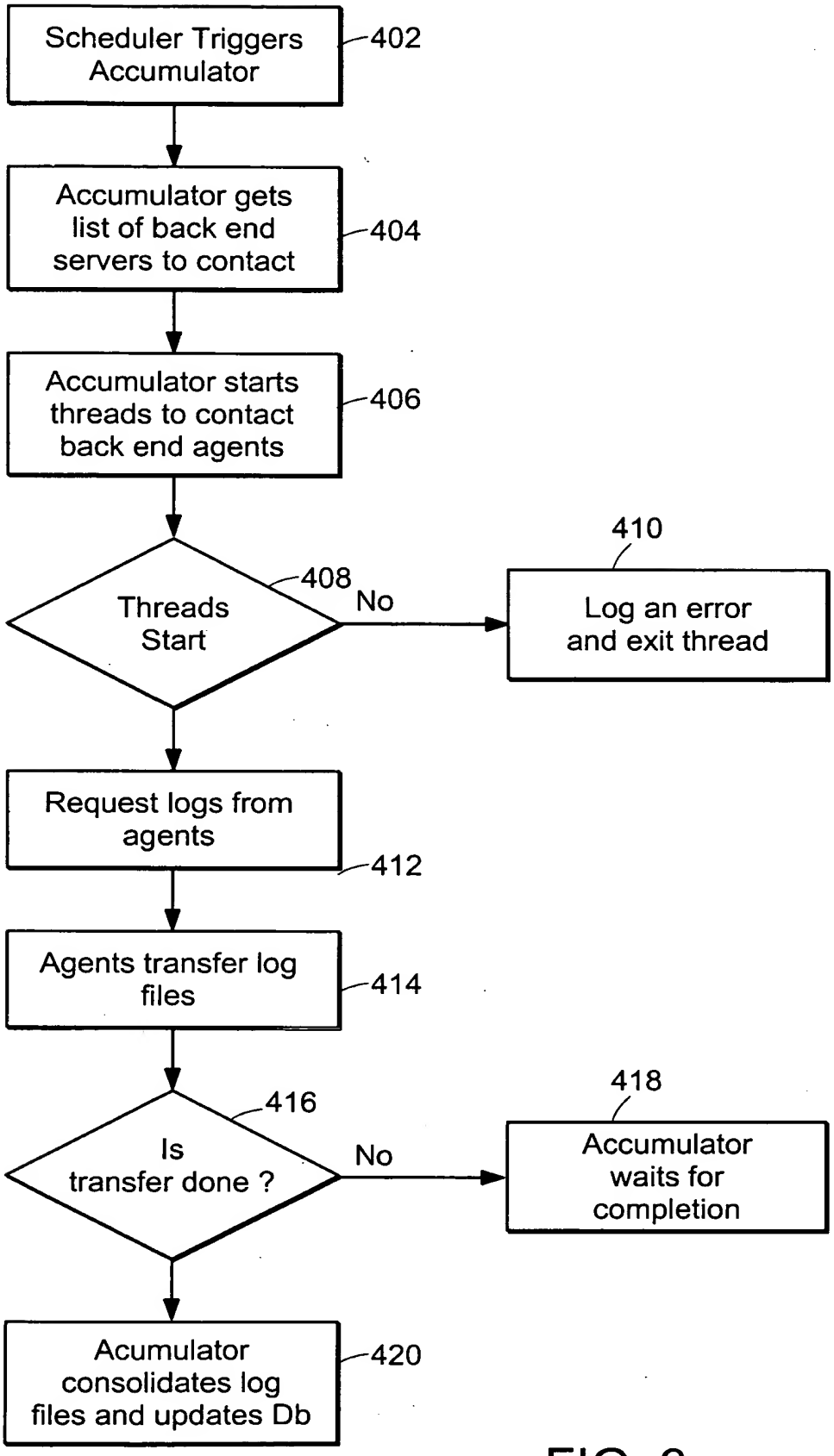
Scheduler Triggers Accumulator
402
Accumulator gets list of back end servers to contact
404
Accumulator starts threads to contact back end agents
406
Threads Start
408
No
410
Log an error and exit thread
Request logs from agents
412
Agents transfer log files
414
Is transfer done ?
416
No
418
Accumulator waits for completion
Acumulator consolidates log files and updates Db
420

FIG. 3

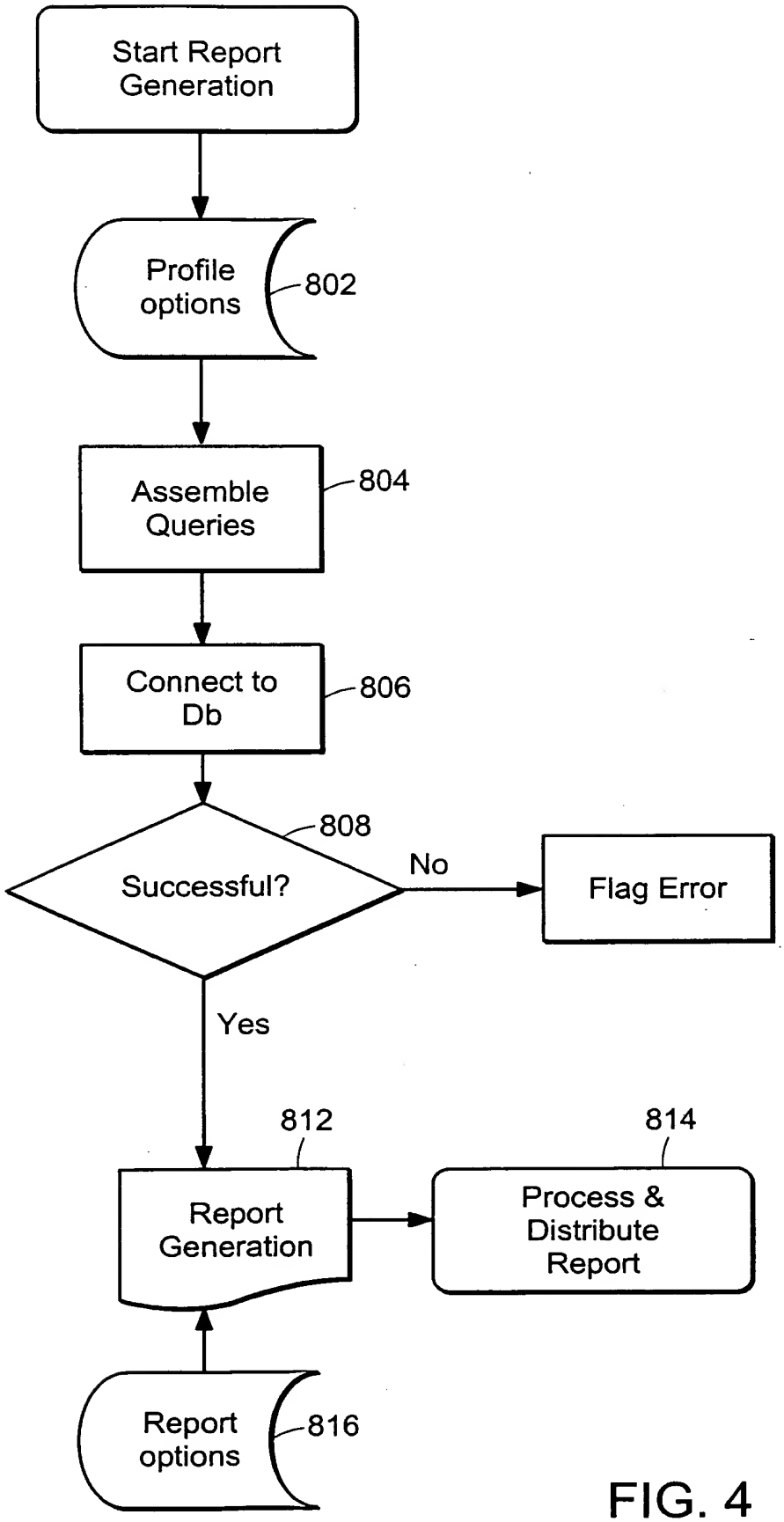
Start Report Generation
Profile options
802
Assemble Queries
804
Connect to Db
806
Successful?
808
No
Flag Error
Yes
Report Generation
812
Process & Distribute Report
814
Report options
816

FIG. 4

URL Based SLA Query									
	Page Name	Requests	Visits	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Webmanage HomePage /homepage.html	62	33	5	5	0	3	1	33.3
2	Default Page /index.html	36	19	5	8	-60	3	3	0
3	Product Details of Webmanage /products/products.html	12	6	5	6	-20	3	2	+33.3
4	About Webmanage /company/aboutus.html	4	2	5	7	-40	3	0	+100
5	Main page /main.html	4	2	5	3	+40	8	0	+100
6	Enroll for Product Evaluation!! /products/evaluation.html	4	2	5	4	+20	3	2	+33.3
	Total	92	64						

FIG. 5A

Substitute Sheet
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Back-end Virtual Site Based SLA							
	Virtual Site Name/IP	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Ws1.bu.edu	5	1	+80	3	2	+33.3
2	Ws1.wmt.edu	5	1	+80	3	2	+33.3
3	Ws2.bu.edu	5	3	+40	3	0	+100
4	Ws2.wmt.com	5	4	+20	3	1	+60

FIG. 5B

Back-end Server Based SLA								
	Server Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Server1	Platinum	5	1	+80	3	2	+33.3
2	Server2	Platinum	5	8	-60	6	10	-66.6

FIG. 5C

Substitute Sheet
Attorney Docket No. 20496/2-RCE-2

Total Bandwidth			
	Bandwidth Subscribed (KB)	Actual Bandwidth (KB)	% Deviation
1	9000	7900	+12.2

FIG. 5D

Bandwidth Utilized by each Backend Server			
	Virtual SiteName/IP	Backend Web Server	Bandwidth (KB)
1	Ws1.wmt.com	Server1	1200
2	Ws1.bu.edu	Server1	2300
3	Ws2.wmt.com	Server2	3400
4	Ws2.bu.edu	Server2	1000
	Total		7900

FIG. 5E

Class Based SLA							
	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	Platinum	5	3	+40	3	0	+100
2	Gold	5	4	+20	3	4	-20
3	Silver	5	5	0	3	2	+33.3

FIG. 5F

User Based SLA Query								
	User Name/IP	Class	Subscribed Avg.RT (Sec)	Actual Avg. RT (Sec)	% Deviation	Subscribed Error Rate	Actual Error Rate	% Deviation
1	IBM	Gold	5	2	+60	3	1	+66.6
2	Microsoft	Gold	5	6	-20	6	3	+50
3	INTEL	Platinum	9	5	+44.4	8	5	+37.5

FIG. 5G

Substitute Sheet
Attorney Docket No. 20496/2-RCE-2